

**System and Method For Coordinating Operator
Efforts Using Action Diaries**

ABSTRACT

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A system and method for allowing system operators to collaborate and coordinates efforts through an action diary. The operators communicate directly with each other through a chat page in the appropriate action diaries. The dialog may be saved for archive, copy commentary to action diary notes, or deleted. Two or more operators may work on solving the same root problem. Coordinating operator efforts includes capturing the coordinated best practice solution. Two operators working on the same root problem may access two different action diaries or a common action diary. Pre-set event rules cause both operators to be notified of the other operator's actions. The updates to both action diaries are coordinated as appropriate. Each diary may reference the other's path allowing individual customization. In other cases, the paths may be duplicated.